



**National Leadership Team
Meeting Minutes**

and

**Information from
National Leadership Team**

February 2026

VIEW CLUBS OF AUSTRALIA

National Leadership Team Meeting

25–26 February 2026

Location:

Wednesday 25 February 2026 – Boardroom (Joyspreaders) 09:30 – 17:00 AEDT
 Thursday 26 February 2026 – Meeting Room 3 (Time to Grow) 08:45 – 15:00 AEDT
 Level 17, 2 Market Street, Sydney

MINUTES

MEMBERS PRESENT

Maryanne Maher	Co-Chair, VIEW National Manager, The Smith Family (TSF)
Lorraine Thomson	Co-Chair, National President
Lorraine Batrouney	VC National Councillor, North and West Metro Melbourne and North & West Country
Robin Bosch	NA National Councillor, Hunter/Central Coast Region
Angela Carroll	National Vice-President
Dianne Fiddes	National Vice-President
Sandra Fong	NC National Councillor, Greater Sydney
Christine Foster	QB National Councillor, Sunshine & Fraser Coasts & Central QLD
Annette Harriott	Day 1 VA National Councillor, Central and East Metro Melbourne
Mary Hollingworth	NI National Councillor, New England and North Central NSW
Irene Kinder	QA National Councillor, Brisbane and surrounds
Bernie McSwain	SA National Councillor, Metro Adelaide & surrounds including Sunraysia

ATTENDEES PRESENT

Tanya Gerrie	Secretariat
Item 6 Jo Booth	Partnership Manager, TSF
Items 7-8 Andrew Dickson	Manager, Media and Advocacy, TSF
Item 10 Rose Leto-Rerecic	Project and Delivery Lead, TSF
Item 11 Lucy McClean	National Manager Government Relations and Advocacy, TSF
Item 14 Nicholas Moore	Chair, TSF Board
Item 14 Doug Taylor	CEO, TSF
Item 14 Lisa Allan	Head of State and Territory Operations, TSF
Item 14 David Rae	Head of People and Culture, TSF
Items 16-17 Luisa Bustos	Social Media Editor
Item 18 Suzanne Hilellis	Customer Experience and Change Manager, TSF

APOLOGIES RECEIVED

Kris Behets	National Councillor, Perth and Surrounding areas
Becca Crofts	Operations Coordinator
Annette Harriott	Day 2 National Councillor, Central and East Metro Melbourne

Day 1: Wednesday, 25 February 2026

Item	Agenda item
1	<p>Opening</p> <p>VIEW National President, Lorraine Thomson, opened the meeting with an Acknowledgement of Country, meeting on Gadigal Land in the Eora Nation.</p> <p>The President introduced the new Vice Presidents Dianne Fiddes and Angie Carroll, welcomed the National Leadership Team (NLT) 2026-27 to their first meeting and thanked the previous NLT 2024-25 and past National President, Elizabeth Birch, for their tireless energy, hard work and commitment.</p> <p>A brief outline of the two-day agenda was provided, with the following items highlighted:</p> <ul style="list-style-type: none"> • The Executive Theme for 2026-27 is <i>Making Connections, Makes a Difference</i>. • With over 260 VIEW Clubs, nationally 1,840+ students are proudly sponsored on The Smith Family's <i>Learning for Life</i> program • Social media engagement continues to build connections in communities. • All Clubs are encouraged to celebrate International Women's Day (IWD) on or around 8 March. This year's theme, <i>Give to Gain</i>, being particularly relevant to our VIEW Club members. • The Governor General, Her Excellency, the Honourable Sam Mostyn AC, invited the VIEW Executive to attend her IWD event on 6 March at Admiralty House, Sydney • Clubs who are hosting Galas and Zone Conferences are encouraged to hold these events in 2026 to minimise any impact on the VIEW National Convention 2027 in Geelong. • The NLT will continue to look to the future with succession planning and development and encourage members to step up to leadership roles.
	<p>Minutes of previous meeting (November 2025) for confirmation.</p> <p>The National Leadership Team resolved to confirm the Minutes of the Meeting held on 12 November 2025 as an accurate record.</p> <p>The National Council ratified the minutes of the November 2025 meeting. Moved Lorraine Thomson Seconded Bernie McSwain. Accepted Unanimously</p>
2	<p>VIEW and The Smith Family</p> <p>VIEW National Manager, Maryanne Maher, presented an overview of VIEW and The Smith Family. The NLT received and noted the presentation from Workstudy 2025.</p>
3	<p>Councillor Role and Expectations</p> <p>The VIEW National Manager and National President presented an overview of National Councillor roles and expectations. The NLT received and noted the presentation from Workstudy 2025.</p> <p>The National President noted that elected National Councillors represent members and play an important role with the Executive as part of the NLT. National Councillors are encouraged to:</p> <ul style="list-style-type: none"> • visit each VIEW Club once a year providing support and to present the NC PowerPoint; • promote the role and function of VIEW and TSF; • encourage members to accept the challenge of leadership at Club, Zone and Area level; and • provide mentor support for your area Zone Councillors and Club Committees. <p>Members of the VIEW National Leadership Team are asked to:</p> <ul style="list-style-type: none"> • communicate key organisational messages about VIEW and The Smith Family; • organise an Area Gala function; • meet with Local, State and Federal MPs in her Area;

Item	Agenda item
	<ul style="list-style-type: none"> • liaise with the Development Team in their Area or form part of the Development Team in their Area; and • facilitate the exchange of ideas and encouraging inter-club activities at Area, Zone, Club events, functions and activities.
4	<p>Area Health Survey</p> <p>The VIEW National Manager presented an overview of the May 2024 Area Health Survey as an example.</p> <ul style="list-style-type: none"> • The 2026 Area Health Survey conducted by National/ Zone Councillors about each club in their area will be conducted in April/May 2026. It will use similar questions to the 2024 survey. • Lead indicators for Clubs closing, gleaned in the 2024 Area Health Survey, included Clubs with minimal activities, no new members and poor communication. It is important for the NLT to understand any issues in a Club and to be curious and encouraging in communications with the Club.
5	<p>The Smith Family Annual Impact Report 2024-25</p> <p>The VIEW National Manager provided a brief update on The Smith Family Annual Impact Report. The NLT received and noted the presentation.</p> <p>Key messages</p> <ul style="list-style-type: none"> • NLT members were provided with a hardcopy of TSF Annual Impact Report 2024-25 and Snapshot report • TSF Annual Impact Report 2024-25 includes an array of statistics which is a very useful resource when promoting VIEW Clubs and TSF. For example this can be provided with promotional materials and emailed to MPs, and referred to during promotional talks.
6	<p>Officeworks Back to School Wrap-up</p> <p>TSF Partnership Manager, Jo Booth, provided a brief presentation regarding the Officeworks Back to School fundraising effort. The NLT received and noted the presentation.</p> <p>Key messages</p> <ul style="list-style-type: none"> • Officeworks continues to be one of TSF's largest student sponsors. • The fundraising target of Officeworks Back to School appeal was exceeded with \$1,051,921 raised. • 1,511 students will be sponsored from this effort. • Thank you to VIEW Clubs who visited 35 stores, which is a 400% increase from 2025 where nine stores visited Australia-wide. TSF have received great feedback from stores, they appreciated the visits, noting that visits must only occur during the week allocated due to conflicting priorities outside for this time.
7-8	<p>Communications and VIEW in Media</p> <p>TSF Manager, Media and Advocacy, Andrew Dickson, attended the meeting to discuss communications and VIEW in the media and provided a brief presentation regarding media strategies and suggestions for communicating with the media.</p> <p>Key messages</p> <ul style="list-style-type: none"> • Use VIEW Key Messages 2026 (on website) and messaging that is respectful, inclusive and consistent. • Use consistent cut-through messaging that engages our communities. • Communicate what VIEW does in a way that makes one proud to be associated with TSF and VIEW Clubs.

Item	Agenda item
	<p>VIEW:</p> <ul style="list-style-type: none"> • is a national women’s organisation formed in 1960 to provide opportunities for them to support The Smith Family. After sixty-five years, this support is still going strong. • raises awareness about and advocates for Australian children experiencing educational inequality. • its network helps women build lasting friendships, empowered and connected by the common purpose to support The Smith Family and make a difference to Australian children and young people experiencing disadvantage. <p>Fast facts:</p> <ul style="list-style-type: none"> • VIEW is The Smith Family's largest community sponsor of <i>Learning for Life</i> students. • 260 clubs Australia-wide. • 13,000 members. • Raised \$1.6 m last year for The Smith Family. • Supports 1,840+ students experiencing disadvantage on The Smith Family's <i>Learning for Life</i> program.
7.1	<p>Upcoming Return and Learn – Container deposit scheme</p> <p>VIEW National Manager lead a brief discussion regarding upcoming marketing campaigns at recycling stations to introduce The Smith Family to new audiences in a fresh and engaging way.</p> <ul style="list-style-type: none"> • NSW: Return and Learn collaboration with The Smith Family as the charity partner - Running from April through to September 2026 • VIC: VicReturn are interested in The Smith Family becoming their Winter Charity Partner for July– August 2026 <p>More information will be provided to VIEW Clubs about these campaigns and how members can be involved in and promote these campaigns as they become available.</p>
8	<p>Media Strategy</p> <p>This item was covered under the item 7 presentation.</p>
9	<p>National Office Update</p> <p>The VIEW National Manager talked to the paper provided and gave a presentation.</p> <p>Key fundraising events of 2025</p> <ul style="list-style-type: none"> • Christmas Wrapping contribution December 2025: Almost \$50,000 was raised by VIEW members at local shopping centres across Australia including in VIC: Ballarat, Bendigo, Kyneton, Geelong; NSW: Richmond/Windsor, Bega, Nowra, QLD: Helensvale, Springfield and Kenmore. • VIEW Clubs 65th Anniversary Blue Sapphire Online Raffle: The raffle was drawn on 4 December 2025. A total of 4009 raffle tickets were sold with funds raised slightly over \$21,000. Thank you to all who participated – winners are on VIEW website, view.org.au. <p>Celebrate IWD throughout Australia</p> <p>Individual Clubs, Zones and Areas are encouraged to plan their own IWD events for 8 March 2026. This year’s IWD 2026 campaign theme is “Give to Gain”. It’s a Call to Action for collective effort to support the advancement of women by highlighting just how much you get out of giving back!</p> <p>Club Development – Help us build new VIEW Clubs</p> <p>If you have friends in any of the areas below who may like to join or assist with the development of a VIEW Club, or alternatively, if any members know of an area that would benefit from a VIEW Club, please contact your local Development Team, National Councillor or Contact view@thesmithfamily.com.au</p>

- **Victoria – Torquay**

Three Interest meetings were held at Torquay Bowling Club in August, October and November 2025 with average attendance at each meeting of 5-10 women. The Victorian Development Team are continuing to promote and hold interest meetings at Torquay Bowling Club in late February, early March.

PNC Janet Park is leading the Torquay VIEW Club development team. All enquiries can be directed to Janet Park: nationalcouncillorvc24@gmail.com

- **Queensland – Townsville**

PNP Jan Roberts is working with (local) Lesley Coe, ZC Toni-Lee Munro and The Smith Family Townsville Office, to open a VIEW Club in Townsville. On 12 February 2026 a VIEW Pop Up stall was held in a local shopping centre and the first VIEW interest meeting was held on 13 February 2026. Four women attended and signed up as new members.

The next interest meetings in Townsville are being planned for mid-March. All enquiries can be directed to Jan Roberts at DevelopmentQLDVIEW@gmail.com

- **Western Australia – Mandurah**

Mandurah held its first interest meetings on 20 January and 17 February 2026. The WA Development Team have been actively promoting the development of the new club.

The third interest meeting will be held on Tuesday 17 March 2026. All enquiries can be directed to PZC Mary Deakin at zonec.wa@gmail.com

VIEW Matters Magazine – April 2026 Edition

The April edition of the VIEW Matters magazine is in production. VIEW Clubs are invited to submit an article for consideration. Submissions close early March 2026. Please send all VIEW IWD event reports and articles with a couple of high-resolution photos to view@thesmithfamily.com.au

Recognising VIEW members in Australia Day Honours

If you know of any VIEW members who have received an Australia Day Award/Honour or an Award/Honour in their local community, we want to know about it. Please send details and a photo to view@thesmithfamily.com.au

Making a Difference Awards 2026-27

Our Making a Difference Award celebrates the women who live our values and lift up our community through her actions and her attitude. It's VIEW's way of saying thanks to someone who helps make VIEW Clubs a great place to be. Members can be nominated by their clubs or by individual members on a quarterly basis. This can be submitted using the [online form found on the VIEW webpage](#).

Awardees will receive a letter of acknowledgement from the VIEW National Executive, be recognised on the VIEW website and be added to our honour roll at National Convention. <https://www.thesmithfamily.com.au/view-clubs/resources/awards>

Increase in Membership Fees 1 April 2026 (Reminder)

On 1 April 2026, Annual Membership Subscription and Joining Fees will increase to \$30 each per member.

Existing VIEW Club members who pay their Annual Membership Subscriptions:

- up to the due date of 31 March 2026 will pay the current fee of \$20.
- on or after 1 April 2026 will pay the increased fee of \$30.

Newly joining VIEW Club members:

- up to 31 March 2026 will pay the existing fee of \$20 Annual Membership Subscription and \$20 Joining fee.
- on or after 1 April 2026 will pay the increased fee of \$30 Joining fee and Annual membership subscription.

Item	Agenda item
	<p>Changes to Receipting Requirements (Reminder) VIEW Clubs are now only required to write receipts for payments received by cash or cheque. A VIEW Club receipt will not be required for any electronic payments such as Electronic Funds Transfer (EFT) or Square Reader. Producing a written VIEW Club receipt is an important step in accountability when cash or cheque payments are received to ensure that the funds given to the treasurer match the funds deposited in the bank account. Electronic transaction methods create an immediate accurate record.</p> <p>Updated Club Handbook 2026-27 and Forms (Club Secretary / Committee) (Reminder) A revised and refreshed Club Handbook 2026-27 is now available on the VIEW website. All Club Committee members are encouraged to download a copy of this new Club Handbook.</p> <p>The 2026 Forms have also been refreshed and are available on the website.</p> <p>Club Secretaries and Treasurers are reminded to dispose of all outdated forms and download fresh 2026 forms from the website.</p> <p>Speakers Bureau As the New Year commences, we are looking for new opportunities to promote VIEW, who we are and what we do and encourage support of The Smith Family or perhaps offer an alternative to join VIEW and become involved in our work. Speaker Kits are available which include a speech and USB.</p> <p>Please contact PNP Gwen Wilton (including your address) if there is an opportunity to promote VIEW and The Smith Family to an external audience or for advice on either a speaker in the area or an updated USB with current facts and figures so that audiences are fully engaged and informed.</p> <p>For assistance, contact PNP Gwen Wilton: gwenwilton@outlook.com.</p> <p>Community Grant Funding All VIEW Clubs are encouraged to investigate and apply for community grants, particularly from banks and local councils, to support a wide range of Club activities.</p> <p>VIEW Clubs are advised that the 2025–26 Volunteer Grants are now open for expressions of interest through Federal Members of Parliament (MP). Please read the attached Grant Opportunity Guidelines and contact your local Federal MP for details on how to submit an expression of interest (Attachment 1).</p> <p>Volunteer Grants support the work of community organisations that rely on volunteers by removing barriers to volunteering and promoting awareness of volunteering opportunities. Grants of between \$1,000 and \$5,000 are available to assist eligible not-for-profit community organisations that rely on volunteers. Grants can be used to purchase items for the main purpose of supporting volunteer cohorts and volunteer-run activities as specified in the Grant Opportunity Guidelines.</p> <p>Organisations nominated by their MP will be invited by the Department of Social Services to fill out an application form in May 2026.</p> <p>These funds can be used for:</p> <ul style="list-style-type: none"> • Promotional events to attract new members • Equipment purchases, such as: <ul style="list-style-type: none"> ○ Microphones ○ Laptop computers ○ Banners ○ Square Readers ○ Marquee ○ Other Club-use items.

Guidelines and approval process (Refer to VIEW Club Handbook 2026-27, Page 23 for details and guidance on applying for grant applications)

- Grants must be used for VIEW Club needs, not for local students
- **Venue Hire** qualifies as a grant:
 - Clubs paying for meeting venues should consider requesting a **Room Hire Waiver**
 - The **Room Hire Waiver Request Form** is available on the VIEW website: [VIEW Club Forms & Resources](#)

For assistance, contact PNC **June Weise**: june3@iinet.net.au, 0412 617 085.

Preserving Club History

Councillors and Clubs are reminded that **inaugural minutes from new clubs, along with the relevant History Reporting form, should be submitted to the History Working Group for archiving**. As clubs reach milestone events, requests for historical information increase; however, the Working Group can only provide records that have been formally submitted. Clubs are encouraged to retain key documents, such as inaugural minutes, and may forward copies to the Working Group for archiving. Names of inaugural office-bearers are recorded in the database, but accurate records depend on clubs submitting this information at the time of inauguration.

By keeping and sharing these records, clubs ensure that their history is preserved for milestone celebrations

Councillors and members with a passion for preserving VIEW's history are invited to join our team. Members with experience in digital record keeping are especially welcome.

If you would like more information about this role or to join the History Working Group. Please contact view@thesmithfamily.com.au.

Website Updates and Club Engagement

Looking for an easy way to promote your Club?

Send recent photos and information about your Club's activities to the Website Working Group!

All Clubs are encouraged to send through photo/s and recent information activities or events to the Website Working Group (WWG) who will place them on your VIEW Club page.

An up to date Club webpage helps in the promotion of your Club eg. Oakleigh Evening VIEW Club informed us that a prospective member decided to contact them after comparing a few local VIEW Club's web sites. Oakleigh Evening VIEW Club's web page was up to date and had regular updated activities.

For all VIEW website updates email: viewwebsite@thesmithfamily.com.au please send

- **Your Club's news items/activities soon after the event** and
- **include the month for each news item** (some clubs have sent in 6 months or more in one go which makes a lot of work and sometimes difficult to pair up the photos to the individual news items;)
- **One quality (high resolution) photo** per news item no collages
- **Accompanying text.** A short caption or brief context is ideal.

Club Newsletters Online

The WWG can link your newsletters to Club webpages. Clubs are reminded to carefully consider the content of their newsletters to ensure member privacy is maintained.

For all VIEW website updates email viewwebsite@thesmithfamily.com.au

External Relations - Working with Women Alliance (WwWA)

The WwWA represents two key portfolios: National Women's Safety (NWS) and National Women's Equality (NWE).

Excerpt from February 2026 Newsletter – Dr Gemma Killen, Executive Director WwWA:

Item	Agenda item
	<p><i>The start of 2026 has been busy. So far this year, the Working with Women Alliance has made submissions to the Inquiry into Gender Equality as a National Security and Economic Security Imperative and the Fair Work Amendment (Right to Work From Home) Bill and is gearing up to participate in roundtables on the ALRC report on sexual violence, the closing loopholes legislation, AI and Women’s Rights and the family court and family violence.</i></p> <p><i>WwWA have also been building a policy platform with their Young Women’s Working Group that examines the issues that are important for young women, such as sexual violence, climate change, health and economic security.</i></p> <p>More information can be found on the WwWA website: https://wwwa.org.au</p> <p>Free Financial Wellbeing Workshops - Update and Future workshops ANZ and The Smith Family are teaming up to deliver free, one-hour Financial Wellbeing Workshops to communities across 10–15 electorates nationally. These sessions aim to empower individuals with practical financial knowledge while strengthening connections between ANZ, The Smith Family, and key stakeholders, such as VIEW Clubs - including government representatives.</p> <p>These Financial Wellbeing Workshops are open to VIEW members and others in the community and are designed to be practical, inclusive and will cover topics:</p> <ul style="list-style-type: none"> • Safe digital banking practices • Scam protection and how to spot red flags • Banking support available during times of financial stress <p>In February Free Financial Wellbeing Workshops were held in Banora Point – and Gosford Thank you to all VIEW members who attended and promoted these events to others in your community.</p> <p>Future Workshops Brighton area, VIC confirmed – Date: Friday 20 March 2026 Time: 10.30 – 11.30am followed by light refreshments Venue: Brighton Recreational Centre 93 Outer Crescent Brighton Vic 3186 Registration link: https://events.thesmithfamily.com.au/event/fwbbrighton</p> <p>Additional dates, times, and locations will be shared with VIEW Clubs via email once we are notified of the locations.</p> <ul style="list-style-type: none"> • Ellenbrook, WA – April/May • Morphett Vale & Mt Gambier, SA - July • Southport & Buderim, QLD – August <p>Update on The Smith Family General Managers (Reminder) In January, VIEW Senior Leaders and all VIEW Clubs received information in relation to The Smith Family organisational changes, including restructuring some teams to ensure we remain a strong and sustainable organisation and that the role of The Smith Family General Manager was discontinued effective 30 January 2026.</p> <p>A new National structure supporting The Smith Family’s work in the States and Territories will be in place from February with recruitment underway and that the process remained the same for requesting a Smith Family representative or a <i>Learning for Life</i> alumni.</p> <p>Who do you contact if your Club would like to invite a Smith Family representative or a Learning for Life Alumni to attend a significant VIEW event?</p> <ul style="list-style-type: none"> • Please continue to follow the current process and submit your request using the “Request for Speaker” form via the VIEW Clubs’ website at https://www.thesmithfamily.com.au/view-clubs/resources/forms

Item	Agenda item
	<ul style="list-style-type: none"> Your submission will be reviewed and directed to the appropriate member of The Smith Family team. You will be notified regarding the availability of a representative or LfL Alumni to attend your event. Please be aware that while all requests are given due consideration, attendance cannot be guaranteed. <p>All I Can Be – Podcast – Listen, Share, Rate and take a Selfie (Reminder) In February, we shared details of a new podcast from The Smith Family, <i>All I Can Be</i>, narrated by respected journalist and former ABC radio presenter Sarah Macdonald.</p> <p>In it, you'll hear personal stories that reveal the reality of poverty and educational inequality in Australia today — told with courage by people who have lived it — and how a single moment or simple action can change everything.</p> <p>VIEW members have long helped open doors for young people through their support. By sharing the podcast with friends, family and community networks, you're helping more people discover what support like yours achieves, while strengthening the community around young Australians.</p> <p>Real stories can build understanding in ways facts alone never will. They can create empathy and, we hope, inspire other people to help too — by sponsoring a child or joining a VIEW Club like you.</p> <p>Across the podcast's six episodes, you meet three former <i>Learning for Life</i> students – Faith Kayrooz (you may remember her from the National Convention in Brisbane last September), Tabitha and Josh. They're joined by prominent Australians who have also had tough starts but, with grit, determination and support when it mattered most, have gone on to thrive – achieving goals they once thought were out of reach.</p> <p> Listen to the trailer on Apple Podcasts or Spotify – and remember to hit the 'follow' button. The first three episodes launched on Monday February 2, with the next three released over the following Mondays 9, 16 and 23 February.</p> <p>Help us spread the word – we'd love these stories to reach as many people as possible.</p> <ul style="list-style-type: none"> Listen – and click 'follow' so that you won't miss an episode Share – pass on the details to friends and family Rate – if you like what you're hearing, please leave a five-star rating and review <p>Not sure what a podcast is or how to listen? Detailed instructions are on the VIEW Website. https://www.thesmithfamily.com.au/view-clubs/resources/videos-podcasts</p> <p>Take part in the Photo Challenge Help us promote All I Can Be by taking part in a new photo challenge.</p> <p>Step 1 Take a photo of you listening to the podcast.</p> <p>Step 2 Email your photo to view@thesmithfamily.com.au with a sentence or two explaining:</p> <ul style="list-style-type: none"> What part of Australia you live in, eg: Newcastle What VIEW club do you belong to? What you're doing in the photo What you think of the podcast <p>Your photos and stories help us spread the word about the podcast and celebrate our community. We'll share some of the photos on our Website, Facebook and Instagram pages to highlight the spirit of VIEW members everywhere.</p> <p>Upcoming events</p> <ul style="list-style-type: none"> National Volunteer Week 18 - 24 May 2026

Item	Agenda item
	<p>National Volunteer Week 2026 runs from 18–24 May 2026, with the theme "Your Year to Volunteer".</p> <p>All VIEW Clubs will be able to promote VIEW in National Volunteer Week with a media release closer to the date.</p> <ul style="list-style-type: none"> • National Reconciliation Week (NRW) 27 May – 3 June 2026 National Reconciliation Week (NRW) is a time for all Australians to learn about our shared histories, cultures, and achievements, and to explore how each of us can contribute to achieving reconciliation in Australia. The theme for National Reconciliation Week 2026 is <i>All In</i>, a call for all Australians to commit wholeheartedly to reconciliation every single day. <p>Further information about this theme and some supporting resources is available on the Reconciliation Australia Website here https://nrw.reconciliation.org.au/</p> <ul style="list-style-type: none"> • VIEW National Convention 2027 – Geelong 3-5 September 2027 The VIEW National Convention in Geelong will be held at the Nyaal Banyul Geelong Convention and Event Centre from 3-5 September 2027. <p>All Victorian VIEW Clubs have been asked to collate members' suggestions around local entertainers, authors, inspirational speakers, media contacts, and donors of raffle prizes, satchel fillers etc.</p> <p>An interest meeting will be held in Geelong early in 2026 for local VIEW members to share local and volunteer support and to form a Convention Sub-committee.</p>
10	<p>Practical Tips on sharing the story of TSF LfL students</p> <p>The Smith Family Project and Delivery Lead, Rose Leto-Rerecic, provided messaging and information regarding <i>Learning for Life (LfL)</i> for the NLT.</p> <p>Key messages</p> <ul style="list-style-type: none"> • It is becoming more challenging for <i>LfL</i> students and families to attend events. • Complexities of support for our families is becoming more challenging, due to a wide variety of reasons. Family Partnership Coordinators all each have an allocation of 475 students • Any alumni student guest speakers still need to be supported by a TSF team member.
11	<p>VIEW Advocacy and connecting with MPs</p> <p>The VIEW National Manager spoke to her paper <i>VIEW Advocacy and connecting with MPs</i>. The NLT received and noted the paper.</p> <p>The Smith Family National Manager Government Relations and Advocacy, Lucy McClean, spoke to the response to the <i>MP 2026-27 Resolutions mailout from the National President</i>.</p> <p>VIEW 2026-27 Resolutions:</p> <ol style="list-style-type: none"> 1. Mental Health: Increased funding for mental health support in schools through dedicated, qualified professionals 2. Education: Support for children falling below national literacy and numeracy benchmarks 3. Loneliness: Creation of, and support for, programs that address loneliness and social isolation <p>Following the resolution results, in January, VIEW National Office (on behalf of the VIEW National President) sent letters to various Federal and State Ministers and Shadow Ministers and Non-Government Organisations.</p> <p>This is an opportunity for VIEW to promote our organisation and explain that VIEW empowers women to have their voices heard on issues of importance for the future wellbeing of Australian</p>

Item	Agenda item
	<p>society. We asked for an opportunity to discuss these matters and our support of the work of The Smith Family.</p> <p>This year there has been significant engagement from MPs including requests for online meetings with MPs and policy officers in connection with all three resolutions. This response so far is unprecedented.</p> <p>Other online meetings are planned with Government Representatives. The VIEW National President will continue to keep the National Leadership Team updated of other outcomes from these meetings.</p> <p>Councillors as VIEW representatives in their Areas are encouraged to build on these connections by distributing their individual template letters to their local Members of Parliament, as a way of:</p> <ul style="list-style-type: none"> • Connecting with MPs raises awareness of VIEW and The Smith Family; • MPs can help with: Promoting VIEW via newsletters, websites, social media; • Supporting local clubs with grants, venues, printing, raffle prizes; and • Encouraging community engagement and new members.
	<p><i>Below is an example of a connection with MP The Hon. Amanda Camm's office, Queensland Minister for Families, Seniors and Disability Services in relation to the resolution:</i></p> <p>Addressing Loneliness and Social Isolation</p> <p>In February, we were contacted by the Community Cohesion and Engagement team, Queensland Government Department of Families, Seniors, Disability Services and Child Safety; Minister for Child Safety and the Prevention of Domestic and Family Violence: who informed us that they were impressed with the work VIEW is doing in the community, and how well we had articulated the impacts of social isolation and loneliness.</p> <p>They informed us about the Queensland Government's Social Prescribing Trial being delivered in Queensland until the end of this year, which supports people experiencing social isolation and loneliness to reconnect with their community. It is delivered in 10 Neighbourhood Centres across Queensland:</p> <p><i>Blackall, Crestmead, Deception Bay, Gatton/Lockyer, Inala, Mareeba, Nambour, Oxenford, Wilsonton and Yeppoon.</i></p> <p>Contact details for each Neighbourhood Centre are also available on our website.</p> <ol style="list-style-type: none"> 1. If any Queensland VIEW Clubs are considering holding a Gala or Zone workshop or any of the Qld VIEW clubs are looking for an interesting guest speaker and to connect in community and learn more about the Qld Social Prescribing Trial – Qld National Councillors have the contact details for Clubs to make initial contact with Queensland Government representatives and invite them as speakers. 2. If there are VIEW Clubs in the same area as a local participating Neighbourhood Centre (10 trial locations) that VIEW Club may like to connect with Neighbourhood Centre to promote VIEW and let them know when their club/s meet and any upcoming events. Perhaps taking along some VIEW posters or brochures. <p>We are always interested in any connections in the community, please let us know (via email view@thesmithfamily.com.au) how you or any of your clubs go.</p>
12	<p>January Mailout and VIEW Culture Refocus</p> <p>The VIEW National Manager spoke to the January Mailout and attachments which was sent to all Clubs on 23 January 2026, and gave a presentation regarding a VIEW's Culture Refocus.</p>

Item	Agenda item
	<p>The <i>Culture Refocus</i> PowerPoint presentation was provided to National Councillors for their Club visits, and a printed handout was also distributed.</p> <p>Suggestions for building the Culture Refocus within Clubs include:</p> <ul style="list-style-type: none"> • being active in socialising and supporting one another; • having a buddy system for new members or new Committee members; • being inclusive and welcoming; and • aiming to initially resolve any issues at the Club level.
13	<p>National Leadership Team <i>Learning for Life (LFL)</i> student update</p> <p>National Vice President, Dianne Fiddes advised members that traditionally the NLT supported a <i>Learning for Life</i> student. A brief profile of the current student was provided.</p> <p>Members voted to continue this tradition and for QB National Councillor, Christine Foster, to manage this for the 2026-27 period.</p>

Day 2: Thursday, 26 February 2026

Item	Agenda item
	<p>The National Manager VIEW provided the NLT with a quick review of an example of an Area specific National Councillor PowerPoint presentation.</p> <p>Attention was drawn to an ABC article regarding dwindling membership in other service clubs and the need for clear messaging and the importance of VIEW's Culture Refocus on Guiding Principles such as being inclusive and welcoming.</p>
14	<p>VIEW internally transitioning from Operations to People and Culture</p> <p>The National President welcomed TSF Board Chair, Nicholas Moore, TSF CEO, Doug Taylor, TSF Head of State and Territory Operations, Lisa Allan, and TSF Head of People and Culture, David Rae to the meeting.</p> <p>Key messages</p> <ul style="list-style-type: none"> • Each executive provided a brief introduction and thanked the VIEW Club NLT and their members for the valuable volunteer work that VIEW Clubs nationally provide for The Smith Family. • The Head of People and Culture gave a particularly warm welcome as VIEW National Office and VIEW Clubs have moved into his portfolio.
	<p><i>The NLT meeting paused between 09:30-11:00 while members had their official photoshoot.</i></p>
15	<p>General Business</p> <p>The National President lead the discussion on General Business.</p> <ol style="list-style-type: none"> 1. The NLT ratified Maisie Richardson as Zone Councillor for NM01 Upper Mid North Coast and Clarence Valley Region. 2. Club closures since the November 2025 NLT meeting: <ul style="list-style-type: none"> • Gwandalan NSW November 2025; • Point Cook VIC December 2025; • Flowerdale, NSW December 2025; • Upper Blue Mountains NSW January 2026; • Adelaide Pioneer SA February 2026; and • Harden NSW March 2026.

Item	Agenda item
16	<p data-bbox="204 174 1214 208">VIEW in the Community – Raising awareness including promoting VIEW</p> <p data-bbox="204 226 1437 286">The National Manager VIEW and Luisa Bustos took the NLT through a paper and presentation Connecting in Community - Media, Social media and Community.</p> <p data-bbox="204 327 1398 421">One of the key ways VIEW creates local connections in communities is to promote itself through media. This includes VIEW members talking to local media, newspapers or radio to share the important messages of VIEW Clubs and The Smith Family.</p> <p data-bbox="204 461 1398 589">Over the last year VIEW members generated 1,349 media mentions about VIEW Clubs and activities in local media across the country, reaching Australians on a potential 2.8 million occasions. VIEW Clubs are mentioned in The Smith Family’s media monitoring practically every day. We are keen for this to continue and grow.</p> <p data-bbox="204 629 898 663">Media Release (p62 VIEW Club Handbook 2026-27)</p> <p data-bbox="204 663 1425 757">Media releases are a very important tool. They are professionally written by The Smith Family Media and Communications Team so include key messages and are enthusiastically received by local media outlets.</p> <p data-bbox="204 797 1437 925">Media Releases are sent from National Office before national VIEW events e.g. IWD, National Convention, Anti-Poverty Week, The Smith Family Winter and Christmas Appeals and National Volunteer Week. Media releases are emailed to National Councillors, Zone Councillors and all Clubs.</p> <p data-bbox="204 965 1374 1025">National and Zone Councillors should encourage their Clubs to use them so the important messages can be spread to as wide an audience as possible.</p> <p data-bbox="204 1066 384 1099">Social Media</p> <p data-bbox="204 1099 1445 1160">VIEW has both Facebook and Instagram pages. These social media accounts are excellent platforms for connection and sharing between members, clubs, Councillors and National Office.</p> <p data-bbox="204 1200 1390 1294">VIEW National Office and many VIEW Clubs are increasingly using social media to share messaging, connect with members and non-members and promote their club’s work, social events and support for The Smith Family.</p> <p data-bbox="204 1335 1437 1496">For VIEW, Facebook is our most effective digital channel. The VIEW Club of Australia Facebook page now has over 3,000 followers. Over December 2025 and January 2026 (until 1 February 2026), posts on this page were viewed by over 133,900 people. Additionally, over a third of all VIEW Clubs now have their own Facebook page and profile, providing an alternate way for members to connect with each other and the wider community.</p> <p data-bbox="204 1536 1430 1664">Liking, commenting, following and sharing posts from the official Facebook and Instagram accounts (as well as other individual club accounts) from your own profile is a great way to let new women know about VIEW. Good quality photos that show VIEW members looking happy, having fun and supporting The Smith Family are crucial for Facebook pages.</p> <p data-bbox="204 1704 1366 1765">If your VIEW Club would like to open a Facebook page and link it to your webpage, email VIEW Website Working Group viewwebsite@thesmithfamily.com.au</p> <p data-bbox="204 1805 818 1839">Community Radio (new focus and initiative)</p> <p data-bbox="204 1839 1390 1899">Community radio is another great channel for getting the word out about VIEW in your local community.</p> <p data-bbox="204 1939 1445 2033">VIEW National Office were recently inspired by Lithgow VIEW Club’s radio advertisement about joining VIEW in their area. We know that some other clubs have also crafted their own local advertisements.</p>

Item	Agenda item
	<p>To assist clubs in trying this advertising approach, a 30-second radio script has been developed that can be used by clubs as the basis for their own advertisement with local radio stations. Clubs are also encouraged to customise the script to include their local message.</p> <p>Once Clubs have a script, or a good quality recording, they should contact their local community radio station and ask them about including it in their advertising segments.</p> <p>RADIO SCRIPT TEMPLATE – FOR CLUBS WITH A FACEBOOK PAGE <i>Template for individual VIEW Club – Script for Radio Advertising</i> <i>If your Club has a Club Facebook Page</i></p> <p><i>[Insert name eg Lithgow] VIEW Club is a women’s organisation working with The Smith Family to support the education of Australian children.</i></p> <p><i>We are a friendly group that meets on the [insert when your Club meets eg 2nd Wednesday] of every month at [Location of meeting eg Lithgow Workies.]</i></p> <p><i>We hear from guest speakers and organise fun social outings to raise funds.</i></p> <p><i>If you would like to join us, search [name of VIEW Club eg Lithgow VIEW Club] on our website - view.org.au – OR search [name eg Lithgow VIEW Club] on Facebook.</i></p> <p><i>You can also phone [First name of person eg Lyn on mobile number eg 0400 XXX XXX]</i></p> <p>RADIO SCRIPT TEMPLATE – GENERIC VERSION <i>Use Generic recording -available on VIEW Website</i></p> <p><i>VIEW is a national women’s organisation working with The Smith Family to support the education of Australian children.</i></p> <p><i>We are a friendly group with regular meetings at 260 clubs across the country.</i></p> <p><i>Our members hear from guest speakers and organise fun social outings to raise funds.</i></p> <p><i>If you would like to join us, go to our website at view.org.au to find your nearest club or search VIEW Clubs of Australia on Facebook.</i></p> <p><i>Get involved, have fun and make a difference.</i></p> <p>Both scripts and a recorded example of the generic version will be available to download on VIEW website.</p> <p>Other promotional ideas for sharing with clubs</p> <ul style="list-style-type: none"> • Invite local radio personalities and the editor of the local newspaper to be a guest speaker. This would give these personalities a better understanding of what VIEW does and our connection with The Smith Family. • Make sure that all guest speakers are given a VIEW brochure and, if possible, a copy of the club’s newsletter – as we know not all guest speakers have any idea of what VIEW does or our connection with The Smith Family! • See what opportunities there are to promote VIEW in the local community through the local Councils or Federal and State Members ie IWD or local community days. • Consider promoting VIEW to the many new 50+ Lifestyle villages that are being opened – maybe a morning tea or an information day at these villages. • Always follow-up with visitors to meetings and invite them to another. Make sure to get a contact phone or email number for all visitors. • Make sure that all the VIEW Clubs have the correct information for contact details on their ‘Find a Club’ website. If you need to update your Club’s contact information, Email VIEW Website Working Group viewwebsite@thesmithfamily.com.au

Item	Agenda item
17	<i>Luisa Bustos videoed NLT members individually for VIEW promotional purposes which will be available shortly.</i>
18	<p>18 Governance and Leadership</p> <p>National Manager VIEW took the NLT through an update on VIEW's Governance and Leadership project</p> <p>Outcomes 2025</p> <ul style="list-style-type: none"> • Created a Western Australian representative position on the National Leadership Team. • Based on the recommendations we also trialled amendments to our Policy Guidelines: <ul style="list-style-type: none"> ○ Club committee members can now hold committee positions in two VIEW Clubs; and ○ Club committee members can simultaneously serve as Zone Councillors in their Zone. <p>Future focus for 2026-27</p> <ul style="list-style-type: none"> • Complete governance structure and leadership model. • Increase support and education opportunities for VIEW members to develop leadership skills. • As a preliminary step we developed the VIEW Refocused Culture Guide (See item 12 above). <p>PCI compliance and Square Readers</p> <p>Suzanne Hilellis presented the NLT with information regarding Payment Card Industry compliance and Square Readers.</p> <p>Key messages</p> <ul style="list-style-type: none"> • PCI (Payment Card Industry Data Security Standard) is a global security standard which must be followed for organisations to accept card transactions. • All areas of The Smith Family which interact with cards need to be compliant. This includes our website, customer care and VIEW Clubs • Our list of active Square Readers is currently maintained in Excel and involves us working with you to audit the devices each year. • TSF need to move to a scalable solution which enables auditing of device use for PCI. • TSF aim to have an easier auditing solution and be able to keep track of devices throughout the year. • VIEW National Office and TSF will work with several VIEW Club Treasurers to trial how best to manage the Square Reader devices from purchase through to retirement. • TSF aim to make PCI compliance as easy and stress free as possible. <p>Once the trial has been conducted, TSF will review the PCI process for VIEW Clubs.</p>
19	<p>Subcommittees and working groups 2026-27</p> <p>VIEW National subcommittees and working groups are determined by the VIEW National Executive and announced at the February NLT Meeting.</p> <p>National subcommittees and working groups are established to support the NLT by focusing on specific areas of responsibility. National Councillors were invited to indicate their preference for subcommittees and working groups. VIEW members and The Smith Family staff with relevant expertise may also be invited to join.</p> <p>The role of a National Subcommittee or Working Group is to work together as a team (this may include research investigation, or specific tasks or activities, etc). The meetings may be held online via Microsoft Teams or Zoom and correspond via email. One person is appointed as the Chair to lead the online meeting, coordinate activities and ensure clear communication, clarity on what needs to be done and who is responsible for the actions. The Chair reports to the National Leadership Team quarterly prior to their NLT meetings.</p>

Item	Agenda item
	<p>The Subcommittees and Working Groups listed below will operate in 2026–27.</p> <p>Subcommittees</p> <p>Resolutions</p> <ul style="list-style-type: none"> • Note: actively looking for members to join. National Councillor, Brisbane and surrounds, Irene Kinder and National Councillor Greater Sydney, Sandra Fong volunteered to join this subcommittee. Review and update the guidelines as required. • Collate outcomes of resolutions' debate. • Maintain historical records of past resolutions. • Provide information as requested to ensure that Federal, State MPs and (Non-Government Organisations) (NGOs) are identified to receive information regarding the resolutions eg Health Ministers, Education Ministers, etc. • Review and maintain clear guidelines for member participation and club involvement that maximises debate. • Review guidelines for the debate discussions to ensure they are clear and engaging. <p>Convention (changes every 2 years)</p> <p>Note: Members determined after interest meeting in location (early 2026). Victorian Zone Councillors are encouraged to get involved.</p> <ul style="list-style-type: none"> • Members based on location • Chaired by National Manager VIEW and Convention Convenor • Team leaders for Convention social events • National Councillor in the Area usually invited on the Subcommittee. <p>Working Groups</p> <p>History</p> <p>Note: actively looking for members to join</p> <ul style="list-style-type: none"> • Collate Zone and Area historical information • Review the guidelines for what and why and how records are collected • Review archive material annually <p>Community Grants</p> <p>Note: actively looking for members to join</p> <ul style="list-style-type: none"> • Support individual Clubs/Areas in their Grant submission drafts • Inform clubs on which Grants would be most beneficial for VIEW members to apply • Source Grant opportunities in locality/states where VIEW Clubs are active <p>Website</p> <p>Note: currently looking for members with IT and web-design experience and skills</p> <ul style="list-style-type: none"> • Maintain current view.org.au website (VIEW Club pages) to ensure information is current and correct. • Willing to learn new software and know how to resize pictures • Members of the Working Group will make direct contact with each club and confirm their webpage details under the following headings "About", "Contact", "Location", Events etc. This information will be fed back to the Working Group for updates. • The Working Group has been trained by National Office and provided relevant secure access to update the website. • The website pages for individual VIEW Clubs are updated by the Website Working Group (viewwebsite@thesmithfamily.com.au) <p>Development (Growth, Recruitment and Support)</p> <p>Responsibility of all National and Zone Councillors in Areas/Zones to work with local club members and others to consider and investigate potential new clubs.</p> <p>Speaker's Bureau</p> <p>Note: actively looking for members to join the Speaker's Bureau as speakers.</p> <ul style="list-style-type: none"> • Members required to speak to Community organisations about VIEW and The Smith Family

Summary of Decisions at the VIEW National Leadership Team Meeting

February 2026

Agenda Reference	Area of Work	Decision, Policy and/or Procedure
1	Minutes of previous meeting (November 2025)	<p>The National Leadership Team resolved to confirm the Minutes of the Meeting held on 12 November 2025 as an accurate record.</p> <p>The National Council ratified the minutes of the November 2025 meeting. Moved Lorraine Thomson Seconded Bernie McSwain Accepted Unanimously</p>
9	National Office Update	A range of events and up-coming activities for all Clubs to be across
13	National Leadership Team <i>Learning for Life (LFL)</i> student update	Members voted to continue the tradition of supporting.
13	National Leadership Team <i>Learning for Life (LFL)</i> student update	QB National Councillor, Christine Foster, to manage this for the 2026-27 period.
15	General Business	Maisie Richardson was ratified as Zone Councillor for NM01 Upper Mid North Coast and Clarence Valley Region.
15	General Business	<p>Club closures since the previous NLT meeting:</p> <ul style="list-style-type: none"> - Gwandalan NSW November 2025; - Point Cook VIC December 2025; - Flowerdale, NSW December 2025; - Upper Blue Mountains NSW January 2026; - Adelaide Pioneer SA February 2026; and - Harden NSW March 2026.
19	Subcommittees and Working Groups: Resolutions	National Councillors Irene Kinder and Sandra Fong volunteered to join the Resolutions Subcommittee.